

El Paso - Teller County 9-1-1
Call Volume Report
Feb 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,602	901	13,272	58	652	3,196	15.23	200.19	96
El Paso County	827	206	3,421	15	284	373	5.24	199.65	56
Teller County	103	10	332	2	129		4.02	146.14	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	173	5	325	1	66	65	4.85	113.88	16
Cripple Creek	22	3	27	-	11	-	3.46	306.52	9
Woodland Park	39	6	55	-	1	-	4.76	198.09	8
Monthly Totals	4,766	1,131	17,432	76	1,143	3,634			203
Monthly Total			23,329						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls in Seconds. *7- Average time on line with caller in Seconds.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.